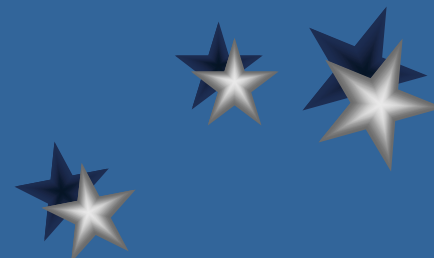


# **Division of Family and Children and Department of Workforce Development**

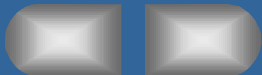
## **“WIA Partnership”**



# Objective of Partnership

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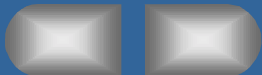
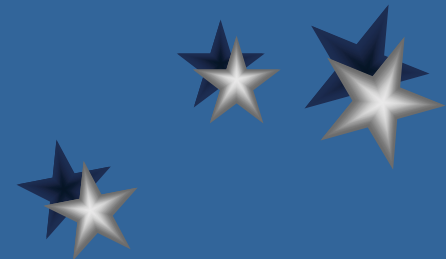
To provide a full range of employment, training, and supportive services to the families and individuals within our service delivery areas by coordinating community resources that allow for an efficient and convenient method of delivery. This objective develops a new level of linkages and sharing with our partners involved in economic and human service delivery. So that earnings of our clients can increase.



# Initial Issues for Planning

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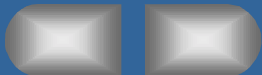
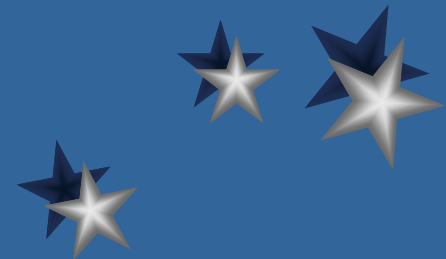
- Develop State MOU between FSSA and DWD
- Decision on whether STEP Ahead will be part of partnership.
- Community Service Block Grant (CAP Agencies)
  - Develop statewide strategic plan
- Discussion with State Human Resource Council
- Letters to WIB's from DWD Policy and Planning
- Effect on DWD WIB representation policy to WIB memberships.
- Formation of Workgroups



# Information Sharing Process

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- Presentation to DWD Managers 7/19/01
- Discussion at DFC Regional Meeting 7/26/01
- Presentation to DFC Team Conference 8/8/01
- Presentation to DWD Frontliner's Conference 8/28/01
- Presentation to DFC Fall Directors Conference 9/25/01
- Statewide conference to Consortium members, One Stop Operators, and selected DFC Consortium members (TBA)
- Develop information packets to WIB's, DFC/DWD management and field staff

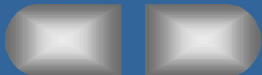
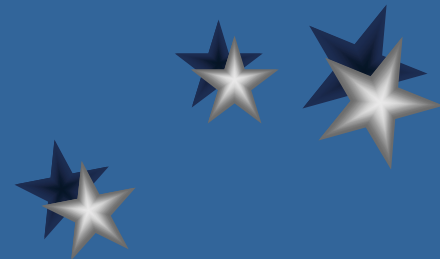


# Planning Process

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- **Short Term Goals**

- Develop common mission, vision, and performance measures
- Amend local MOU's
- Provide staff information and training
- Address technology issues
- Access to all mandatory partner services

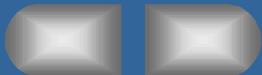
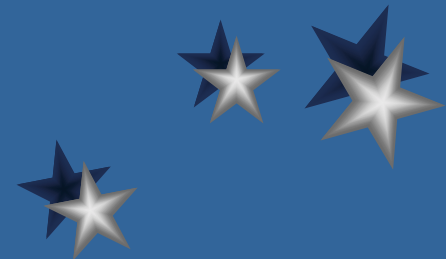


# Planning Process (cont'd)

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- **Long Term Goals**

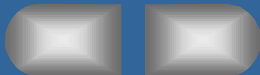
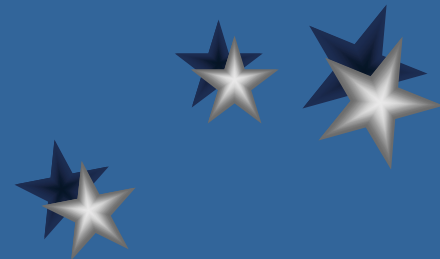
- Cost saving through shared technology, locations, and job duties.
- Blending of resources may increase the number of Express One Stops.
- Access to partner technology
- Promote efficiency of State Government
- Competitive performance based process contracting.



# Marketing

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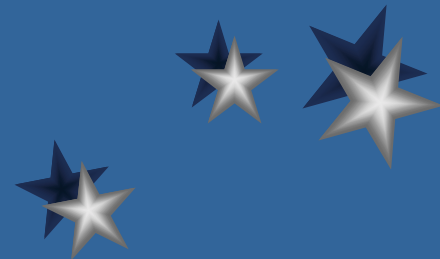
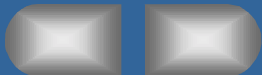
- **Develop marketing materials**
  - Internal marketing to begin 8/13/01
  - Joint staff meetings
  - Cross informing sessions
  - Contact with WIB's, Local Elected Officials and community service groups



# Marketing (Cont'd)

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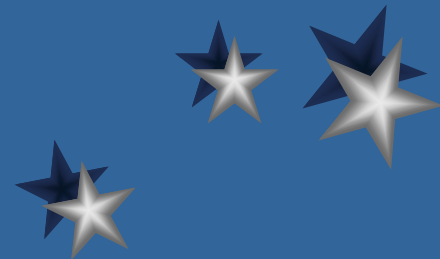
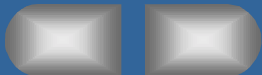
- **External Marketing begins (4/1/02)**
  - Media
  - Distribution of pamphlets and brochures
  - Links on websites
  - Signage



# Development of Workgroups

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- Project Team
- Information/Marketing and Training
- Technology and Staff Resources
- Other teams as identified by Steering Committee

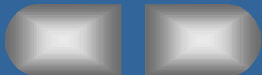


# Project Team

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## Workgroup Goal:

The committee will oversee the project to a successful conclusion. Workgroups will be continually evolving as the project develops and will provide regular written status reports to this committee. This committee will recommend major policy decisions. Each workgroup will develop and maintain a report detailing tasks accomplished, to be accomplished, and in progress. The steering committee will convene on an as-needed basis.

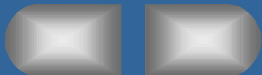
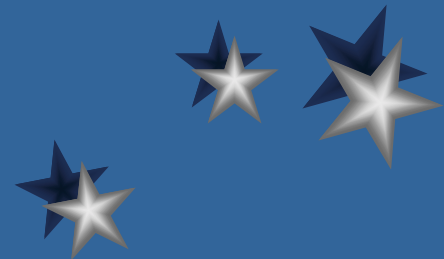


# Information/Marketing & Training

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## Workgroup Goal:

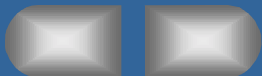
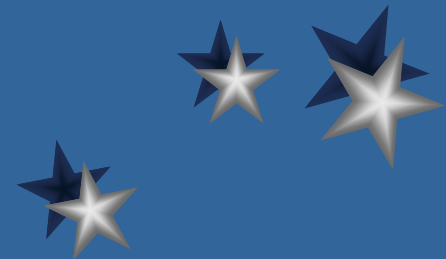
To develop strategies and program design for information sharing and marketing approaches for DWD and the local offices of the DFC to communicate and establish the visual partnership/collaboration of the two agencies to deliver seamless services to the individuals, families and business partners we serve.



# Tasks

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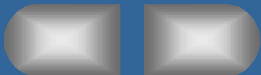
- **This workgroup will take an information sharing/training and marketing approach to:**
  - Demonstrate how collaboration between the two agencies (FSSA/DWD) can contribute to the development of a seamless delivery of services to our customers, and
  - Develop a meaningful case management system between our two agencies for the benefit of those we serve.



# Tasks Cont'd

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- **Collaboration at the local level between FSSA and DWD local offices to provide:**
  - A seamless delivery of services, and
  - The development of a visual partnership between the DWD and the Local DFC Offices
  - The DFC will retain and maintain their performance based contracts, competitive contracting process, and their funding autonomy.
  - Marketing at the local level will begin as soon as possible and will involve the local office directors and other DFC staff.

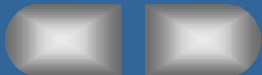
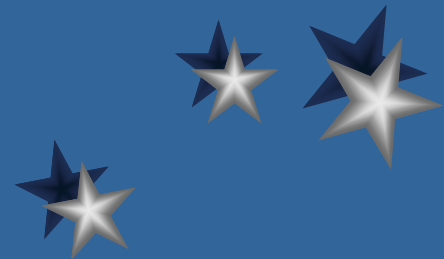


# Staff and Technology Resources

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## Workgroup Goal:

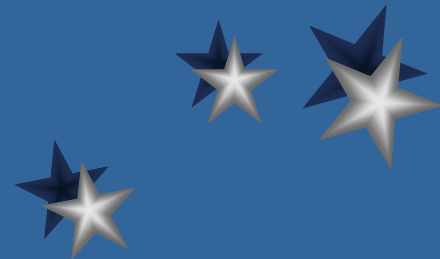
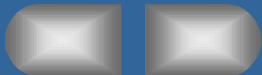
To identify the resources and assets of the local offices of the Division of Family and Children, the Department of Workforce Development, and partners of the local Workforce Investment Boards such that resources and assets can be used more effectively to deliver services to the individuals, families, and business partners we serve.



# Initial Tasks of Workgroup

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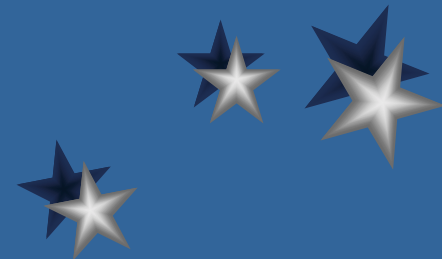
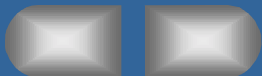
- **Identify staff of each DFC Office and DWD/WIB Location (12/31/01)**
  - Classifications and job descriptions of staff
  - Identify common job duties
  - Map office locations to staff demographics



# Task's Cont'd

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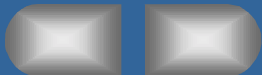
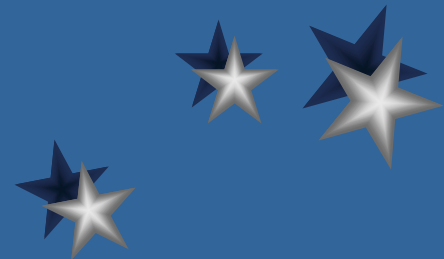
- **Technology of Offices (11/30/01)**
  - Computer equipment and software
  - Communication equipment
  - Mapping of technology resources



# Tasks Cont'd

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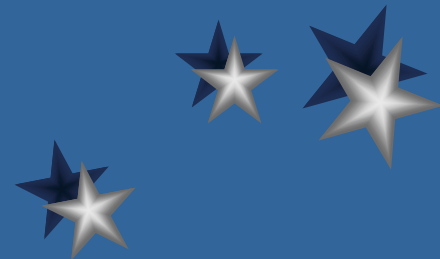
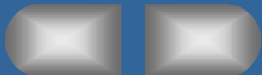
- **Recommendations for staff/asset utilization and technology resources (2/28/02)**
  - Common intake
  - Case management and service delivery
  - Resources and assets that can be consolidated



# Anderson CSE Project

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- **Pilot Goal:**
  - “No Wrong Door”
- **The Pilot Team:**
  - DWD, DFC, VR, and WIA providers

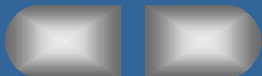
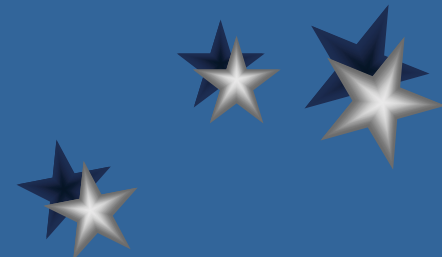


# Outcomes

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- **Positives:**

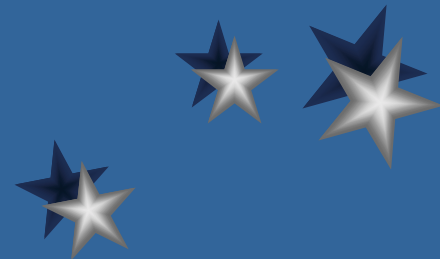
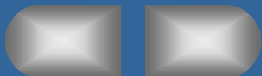
- CSE management team included Consortium members
- Positive feedback from those served
- Better communication/technology between agencies
- Common Release of Information



# Identified Barriers

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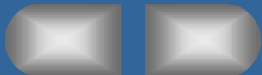
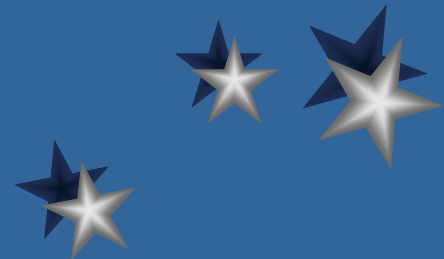
- Technology
- Building Layout
- Legal Issues
  - Confidentiality, funding streams, etc..



# Short Term Goals

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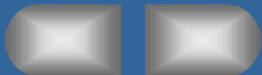
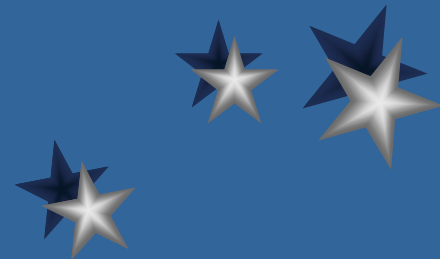
- Publish directory of services/staff
- Conduct cross-informing sessions



# Long Term Goals

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- Access to all agencies data
- Common intake system
- Common greeter (Information Specialist)
- Building renovation



# Lessons Learned

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- Every site is different. One size does not fit all.
- Need training on all partners data systems by ITS training professionals.
- Have desired outcome in mind and understand the parameters.
- Continually return to the mission of the project.

